



Havebury Housing Partnership

REPAIRS AND MAINTENANCE POLICY

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Equality & Diversity Impact Assessment	TBC

NOTE POLICY IMPLEMENTATION DATE IS PLANNED TO BE 01 APRIL 2019

1 Responsibility

Operational Board is responsible for approval and oversight and the Director of Operations and delegated staff are responsible for delivery.

2 Definitions

- Responsive Repair - repairs carried out on an ad-hoc basis as required to rectify a fault in a component or installation in a Havebury property
- Planned Repair - repairs carried out as part of a planned programme, often involving the replacement of a component or installation
- Customer - the Policy is mainly applicable to Havebury tenants, however some services are provided to leaseholders, shared owners and others.

3 Aims and Objectives

- 3.1 To provide an efficient and effective repairs and maintenance service for Havebury's tenants and other customers.
- 3.2 To ensure that the Havebury's statutory and regulatory obligations are met with regards to the maintenance of tenant's homes and those of leaseholders where appropriate.
- 3.3 To provide a day to day repairs service to tenants and other customers that is responsive to their needs, completes the majority of repairs right first time and demonstrates value for money.
- 3.4 To ensure that all tenants live in a safe and habitable home and maintain the value of the housing stock.

4 Policy Statement

- 4.1 Havebury is committed to providing a flexible, responsive repairs and maintenance service that takes account of customers' needs, meets its statutory and regulatory obligations and provides value for money.
- 4.2 Havebury has a responsibility to ensure that the service standards and obligations made to customers are honoured. It will work with and take account of customer's views in the design and delivery of the repairs and maintenance service.
- 4.3 Havebury expects its customers to meet their responsibilities in maintaining their home to a good standard of repair and will work with them to achieve this. It will recharge tenants the costs incurred where it undertakes repairs that are the tenant's responsibility as identified in Appendix 1 of this Policy.
- 4.4 Havebury will recharge tenants the costs incurred due to damage, neglect of accident, whether by the tenant or members of their family or visitors to the home.

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- 4.5 Havebury will operate a Right to Repair scheme, for a qualifying repair costing less than £250 which, if not carried out within a specific time, is likely to jeopardise the health and safety or security of the tenant. (Appendix 1).
- 4.6 Havebury will provide a range of options for tenants to report repairs, including online, telephone, email, in writing or in person at the office.
- 4.7 Havebury will provide an emergency repairs service outside normal service hours for those repairs listed in paragraphs 6.2, 6.3 and 6.4 of this Policy.
- 4.8 Havebury will offer customers an appointment convenient for them, for the majority of repairs where it is possible to do so.

5 Legislation and Regulation

- 5.1 This Policy gives due regard to the following regulatory and statutory provisions that place obligations on social landlords.
- 5.2 The Regulator of Social Housing (formerly HCA) regulates and monitors Registered Providers to ensure that they comply with governing rules and regulations. The regulatory framework introduced in England in April 2012 introduced the Home Standard which applies to Repairs and Maintenance.

Registered providers shall:

- a) Provide a cost-effective repairs service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- b) Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes
 - Landlord & tenant Act 1985
 - Housing & Regeneration Act 2008
 - Housing Act 2004
 - Secure Tenants of Local Housing Authorities (right to Repair) Regulations 1994
 - Defective premises Act 1972
 - Gas Safety (Installation and use) regulations 1998
 - Building Regulations Act 1984
 - Housing Health and Safety Rating System 2006
 - Commonhold and Leasehold Reform Act 2002
 - Management of Health and Safety at Work Regulations 1999
 - Health and Safety at Work Act 1974, sections 2,3 and 4
 - Equality Act 2010
 - Control of Asbestos Regulations 2012
 - The Home Standard
 - Decent Homes Standard

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6 Service Standards

Emergency Repairs - attend to fix or make safe within 6 hours or complete within 24 hours.

6.1 Except for Heating Repairs:

6.2 Emergency response to Dangerous and unsafe situations (Out of or in Normal Working Hours) e.g. Gas leak, Carbon Monoxide incident or oil spill:
Domestic and Non-Domestic premises: Attend within 1 hour.

6.3 Breakdowns e.g. loss of heat or hot water:

Domestic premises: Attend within 24 hours.

Non-Domestic premises (e.g. schemes served by central boiler(s)): Attend within 4 hours completed within 24 hours.

Vulnerable tenants as defined by Havebury: Completed within 8 hours.

During heating season (1st October to 31st March): Attend within 24 hours.

6.4 Emergency Repairs are as follows:

- Loss of electricity or gas supply
- Serious water leak
- Loss of hot water (where a property does not have an alternative source such as an electric shower or immersion heater)
- Unusable or blocked toilet (where the property only has one toilet)
- Insecure property (gaining entry due to loss of keys is a recharge)
- Dangerous structures

In an emergency the priority is to make safe and then attempt to repair the defect or problem. However, in some instances further work will be required (e.g. fitting a new heating boiler) which will be completed as soon as possible after the initial emergency repair.

6.5 Non-Emergency Repairs - a repair which a tenant can reasonably be expected to live with for a short time.

Next available appointment which is convenient to the tenant, but within 15 days.

Exceptions to completion within 15 days will be:

- A tenant requests an appointment outside the 15 day limit
- Large repairs that require further investigation (e.g. plastering, damp problems etc.), which will be attended within 15 days and a further appointment made with the tenant to complete within 80 days.
- Programmed repairs - initial repair undertaken but the component or installation requires replacement. (e.g. roof, kitchen units) and will be included in a programme of capital works at a later date.

In all cases (unless agreed with the tenant for an external repair), an appointment will be made at a convenient time to the tenant and the aim will be to complete the repair right first time where practical.

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6.6 Except for heating repairs:

Outside heating season (30 April to 30 September): Attend within 48 hours.
Work other than no heat or hot water: Completed within 28 days from issue of instruction or as directed by Havebury.

7 Property MOTs

Havebury is to pilot a repairs service where it will visit a property and complete all responsive repairs identified and note any that need to be planned or included in a capital programme for delivery at a later date.

Once a property MOT has been completed, the tenant would only be able to report emergency repairs for the next 12 months.

Tenants will be provided with clear advice when a property MOT is undertaken to their property.

8 Vulnerable Customers

Havebury recognises that vulnerability can be permanent, because of a disability or mental health problem for example, or can be temporary, for example following a bereavement or illness. It is also recognised that someone who is over pensionable age or who is disabled is not necessarily vulnerable and that it is the individual circumstances and needs of the customer that have to be assessed.

In delivering the repairs service Havebury aims to ensure that we offer a service that is appropriate to the needs of the customer.

9 List of related internal documents (including procedures relating to the Policy)

- Havebury's current Repairs Service offer
- P004 Repairs and Maintenance procedures (to be reviewed)

- P012 Gas Access procedure
- HS 032 Gas Policy Statement
- P008 Lone Worker Procedure

- HS006 Equality & Diversity Policy
- HS 009 Resident Involvement Policy
- HS011 Complaints Policy
- HS012 Compensation Policy
- HS 017 Leasehold Management Policy
- HS 024 periodic Electrical Inspection policy
- HS032 Gas Policy Statement
- HS 032 Rechargeable Repairs and Services Policy
- HS 038 Property Alterations & Improvements Policy

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10 Appendices to Policy

Appendix 1 - Landlord and Tenant Repair Responsibilities Check List

Appendix 2 - Right to Repair Qualifying Repairs and Timescales

Appendix 3 - Havebury Repairs Responsibilities in detail

Appendix 4 - Tenant's Repairs Responsibilities in detail

Appendix 5 - Leaseholder Repairs